
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Residential Care Worker** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. WRITTEN INSTRUCTION**(10 Questions)**

Employees in this job are expected to read, understand and follow instructions exactly as directed. Daily work assignments, agency policies and procedures and individual program plans are examples of the kind of instruction that must be read, understood and followed by employees. Questions in this exam section test your ability to read, understand and apply information presented in written instructions. Test question topics include:

- Modification of data in charts;
- Daily work assignments;
- Processing of vouchers.

II. READING COMPREHENSION**(10 Questions)**

Employees in this job are expected to read and understand information presented in training manuals, textbooks or trade magazines without assistance or guidance from other staff. The questions in this section of the exam are designed to test your ability to read and understand material in which key ideas and concepts may require interpretation or inference on the part of the reader. This section is comprised of several short passages followed by a single question and one long passage followed by two questions.

III. WRITTEN COMMUNICATIONS SKILLS**(10 Questions)**

Employees in this job complete standardized report forms and write narrative essays regarding resident progress, accidents, daily work activities, etc. Employees must have a basic understanding of the purpose of reports and be able to accurately complete report forms. Employees must also be able to use appropriate grammar, syntax, spelling and punctuation in all written communication. The questions in this exam section test your ability to complete reports as well as your written communication skills. Test question topics include:

- Sentence structure;
- Use of punctuation;
- Recording observations;
- Reasons for reporting information;
- Completion of structured and narrative reports.

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IV. INTERPERSONAL SKILLS

(10 Questions)

Employees in this job must be able to establish positive, productive work relationships with supervisors, coworkers and residents. Questions in this exam section test your ability to determine the correct way to handle interpersonal situations commonly encountered in a residential care environment. Test question topics include:

- Prioritizing work and handling deadlines;
- Responding to questions about your work;
- Resolving work problems;
- Interacting with people who are angry or hostile;
- Participating in staff meetings.

V. DAILY LIVING SKILLS

(10 Questions)

Employees in this job are responsible for instructing residents in daily hygiene and grooming practices as well as teaching them independent living skills such as laundry and housekeeping. Questions in this exam section test your knowledge of life skills education, methods of instruction and the practical application of these skills. Test questions topics include:

- Effective sanitary practices in institutions;
- Hand washing techniques;
- Bathing of residents;
- Care of fingernails and toenails;
- Oral hygiene.

VI. INSTRUCTIONAL METHODS

(12 Questions)

Employees in this job are responsible for directing, motivating and supervising residents in recreational and occupational activities. These questions test your knowledge of teaching techniques to assist residents in achieving recreational and occupational goals. Test question topics include:

- Observation and supervision of residents;
- Activity therapy planning;
- Training methods;
- Effectively responding to resident behaviors during therapy sessions;
- Motivational techniques.

VII. MENTORING SKILLS

(10 Questions)

Employees in this job provide guidance to residents on a daily basis. Employees also determine and implement disciplinary measures as necessary. Questions in the section of the exam test your knowledge of disciplinary methods and basic intervention techniques appropriate for residents of state facilities. Test questions topics include:

- Characteristics of good discipline techniques;
- Treating residents with dignity and respect;
- Appropriate topics of conversation between residents and staff;
- Social development and maturity issues.